

## REANNOUNCEMENT

Reannounced to solicit for additional applicants. All those who previously Applied need not re-apply.

### VACANCY ANNOUNCEMENT

NAO-05-DH-04A

### OPENING DATE

04-18-05

### CLOSING DATE

05-06-05

### POSITION

Supervisory Information Technology Specialist (CIO)

### LOCATION AND DUTY STATION

Navajo Area Indian Health Service, Office of Admin & Mgmt, Div. of Mgmt Info./Info. Tech, St. Michaels, AZ

### GRADE/SALARY

GS-2210-14, \$85,123 per annum

### NUMBER OF VACANCIES

One Vacancy

### APPOINTMENT

☒ PERMANENT

### WORK SCHEDULE

☒ FULL-TIME

### AREA OF CONSIDERATION

☒ DHHS WIDE

### SUPERVISORY/MANAGERIAL

☒ YES, MAY REQUIRE ONE-YEAR PROBATION

### PROMOTION POTENTIAL

☒ NO KNOWN POTENTIAL

### HOUSING

☒ PRIVATE HOUSING ONLY

### TRAVEL/MOVING

☒ MAY BE PAID FOR ELIGIBLE EMPLOYEES

**DUTIES:** The incumbent of the position will function as the Chief Information Officer for the Navajo Area Indian Health Service (NAIHS). Responsible for providing strategic and tactical planning, development, evaluation, and coordination of the information and technology systems for the Navajo Area IHS, to ensure the continuous delivery and operation of available responsive clinic and administrative information systems. Develops, coordinates, guides and maintains an information and technology system strategic (3-4 years), tactical (12-18 months) and operational (revised yearly) plans in support of the overall clinical/patient focused mission and business strategy that defines a vision for meeting current and future information and technology needs for the NAIHS, while ensuring alignment and integration with overall organization vision, mission, and values of the NAIHS health care system. Identifies and deploys resources to support the vision of computerized medical records as a single source of information integrating voice, data, text and images. Participates as an integral and active member in the strategic planning process of the NAIHS health care enterprise. Approves, coordinates and manages all projects related to selection, acquisition, development and installation of major systems for the NAIHS health care enterprise. Coordinates the integration of NAIHS databases with those of other affiliated entities and with non-affiliated entities for reporting. Provides advice on selection, implementation, maintenance and evaluation of information and community systems insuring appropriate investment in strategic, tactical and operation systems. Provides leadership in the evaluation and development of acquisition contracts, soliciting involvement and participation of other management team members as appropriate. Provides advice, counsel, education and service to NAIHS concerning information system issues and new developments and trends in information services. Develops and maintains corporate information and technology policies, standards and protocol focused on minimizing costs and maximizing controls relating to the acquisition, implementation, and operation of information, technology and communication systems. Provides quality service to ensure that the information and technology systems and other program operate according to existing internal and external accrediting agency standards and legal requirements. Responsible for the recruitment, development, motivation and retention of assigned management staff conforming to stated budgetary objectives and personnel policies. Develops and maintains the annual operating and capital budgets for Navajo Area Wide information and technology systems operations consistent with each programmatic plan and established financial guidelines. Reviews all Navajo Area-wide hardware and software acquisition and maintenance contracts, soliciting involvement and participation of other management team members as appropriate. Perform other duties as assigned.

**QUALIFICATION REQUIREMENTS: YOUR DESCRIPTION OF WORK EXPERIENCE, LEVEL OF RESPONSIBILITY, AND ACCOMPLISHMENTS WILL BE USED TO DETERMINE THAT YOU MEET THE FOLLOWING REQUIREMENTS.**

**POSITIVE EDUCATION REQUIREMENT: NO      LICENSURE REQUIRED: NO**

**BASIC QUALIFICATIONS:** Applicants must have had 52 weeks of specialized experience equivalent to at least the GS-13 to qualify for the GS-14 level.

**SPECIALIZED EXPERIENCE:** Experience that demonstrated accomplishment of computer project assignments that required a wide range of knowledge of computer requirements and techniques pertinent to the position to be filled. This

knowledge is generally demonstrated by assignments where the applicant analyzed a number of alternative approaches in the process of advising management concerning major aspects of ADP system design, such as what system interrelationships must be considered, or what operating mode, system software, and/or equipment configuration is most appropriate for a given project.

**SUPERVISORY AND MANAGERIAL ABILITIES:** Candidates must have demonstrated in their work experience or training that they possess, or have the potential to develop, the qualities of successful supervision, as listed below:

- ?? Ability to motivate, train, and work effectively with subordinates who have a variety of backgrounds and training.
- ?? Ability to accomplish the quality and quantity of work expected within set limits of cost and time.
- ?? Ability to plan own work and carry out assignments effectively.
- ?? Ability to communicate with others effectively both orally and in writing in working out solutions to problems or questions relating to the work.
- ?? Ability to understand and further management goals as these affect day-to-day work operations.
- ?? Ability to develop improvements in or design new work methods and procedures.

**SELECTIVE PLACEMENT FACTOR:** None.

**LEGAL AND REGULATORY REQUIREMENTS:** Candidates must meet qualification requirements by the closing date of the vacancy announcement.

**CONDITION OF EMPLOYMENT:** Immunization Requirement - all persons born after 12-31-56 must provide proof of immunity to Rubella and Measles. Serology testing to confirm immunity and/or immunizations will be provided free of charge. Special consideration may be allowed to individuals who are allergic to a component of a vaccine, have a history of severe reaction to a vaccine, or who are currently pregnant. This applies to candidates for positions in any Service Unit or any Area Office position, which requires regular work at a Service Unit.

**REASONABLE ACCOMMODATION:** This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

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\*\*\*NOTE\*\*\* Refer to OPM Qualification Standards Handbook or the IHS Excepted Service Qualification Standards, Series GS-2210, for complete information. Substitution of education for experience will be made in accordance with those standards. For more complete information, contact your servicing Personnel Office.

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**WHO MAY APPLY:**

Applications will also be accepted from **Non-status applicants** (those individuals who never held a career or career-conditional appointment in the Federal Service) and will be evaluated under competitive OPM register procedures.

Status applicants may apply for a position under both the MPP and non-status application procedures. In this case, they must file two applications for dual consideration.

**INFORMATION FOR DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS) SURPLUS OR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION.**

If you are currently a DHHS employee who has received a Reduction in Force (RIF) separation notice or a certificate of expected separation, you may be entitled to special priority selection under the DHHS Career Transition Assistance Program (CTAP). To receive this priority consideration you must:

1. Be a current DHHS career or career-conditional (tenure group I or II) or be current IHS excepted appointment (with no time limits) tenure group II excepted/competitive service employee who has received a RIF separation notice or a Certificate of Expected Separation (CES) and, the date of the RIF separation has not passed and you are still on the rolls of DHHS. You must submit a copy of the RIF separation notice or CES along with your application.
2. Be applying for a position that is at or below the grade level of the position from which you are being separated. The position must not have a greater promotion potential than the position from which you are being separated.
3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package.
4. Be currently employed by DHHS in the same commuting area of the position for which you are requesting priority consideration.

5. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
6. Meet the basic qualifications for the position any documented selective factor, physical requirements with any reasonable accommodation and is able to satisfactorily perform the duties of the position without undue interruption.

**INFORMATION FOR DISPLACED EMPLOYEES REQUESTING SPECIAL SELECTION PRIORITY CONSIDERATION UNDER THE INTERAGENCY CAREER TRANSITION ASSISTANCE PROGRAM (ICTAP).**

If you are a displaced Federal employee you may be entitled to receive special priority consideration under the ICTAP. To receive this priority consideration, you must:

1. Be a displaced Federal employee. You must submit a copy of the appropriate documentation such as RIF separation notice, a letter from OPM or your agency documenting your priority consideration status with your application package. The following categories of candidates are considered displaced employees.
  - A. Current or former career or career-conditional (tenure group I or II) competitive service employees who:
    1. Received a specific RIF separation notice; or
    2. Separated because of a compensable injury, whose compensation has been terminated, and whose former agency certifies that it is unable to place; or
    3. Retired with a disability and whose disability annuity has been or is being terminated; or
    4. Upon receipt of a RIF separation notice retired on the effective date of the RIF and submits a Standard Form 50 that indicates "Retirement in lieu of RIF"; or
    5. Retired under the discontinued service retirement option; or
    6. Was separated because he/she declined a transfer of function or directed reassignment to another commuting area.

OR
  - B. Former Military Reserve or National Guard Technicians who are receiving a special Office of Personnel Management (OPM) disability retirement annuity under section 8337(h) or 8456 of Title 5 United States Code.
2. Be applying for a position at or below the grade level of the position from which you have been separated. The position must not have a greater promotion potential than the position from which you were separated.
3. Have a current (or last) performance rating of record of at least fully successful or equivalent. This must be submitted with your application package. (This requirement does not apply to candidates who are eligible due to compensable injury or disability retirement).
4. Occupy or be displaced from a position in the same local commuting area of the position for which you are requesting priority consideration.
5. File your application by the vacancy announcement closing date and meet all the application criteria (e.g., submit all required documentation, etc.).
6. Be rated well qualified by achieving a score of 80 on a rating scale of 70 to 100 for the position including documented selective factors, quality ranking factors, physical requirements with reasonable accommodations and is able to satisfactorily perform the duties of the position upon entry.

**EVALUATION CRITERIA:** Evaluation will be made of Experience, Performance Appraisals, Training, Letters of Commendation, Self-Development, Awards and Outside Activities which are related to this position. To receive full credit for your qualifications, provide a narrative statement which fully describes all aspects of your background as they relate to the knowledge, skills and abilities (KSA's) outlined below and show the level of accomplishments and degree of responsibility.

The KSA's in your narrative statement will be the principle basis for determining whether or not you are highly qualified for the position. Describe your qualifications in each of the following:

1. Ability to analyze complex healthcare and information technology systems and the integration needs of healthcare delivery networks.
2. Ability to translate highly technical subject matter for the benefit of multiple audiences.
3. Ability to write effectively.
4. Ability to work with multidisciplinary groups to reach decisions.
5. Knowledge of healthcare delivery systems.
6. Knowledge of management theories/principles and ability to manage resources financial and personnel.
7. Ability to plan strategically.
8. Ability to deal with groups and individuals in a professional and knowledgeable manner.

SEE ATTACHED SUPPLEMENTAL QUESTIONNAIRE FOR DEFINITIONS.

NOTE: "Declaration for Federal Employment" (OF-306) must be completed and submitted with original signature to determine your suitability for Federal employment, to authorize a background investigation, and to certify the accuracy of all the information in your application. Responding "yes" to any one of these two questions can make you ineligible for employment in this position. **If you make a false statement in any part of your application, you may not be hired; you may be fired after you begin work; or you may be fined or jailed.**

**HOW AND WHERE TO APPLY:** All applicants must submit **one** of the following to the Navajo Area Indian Health Service, P. O. Box 9020, Window Rock, Arizona 86515-9020, by close of business on the closing date. **FOR MORE INFORMATION CONTACT: ANGELA SEGAY, HUMAN RESOURCES SPECIALIST AT (928) 871-1421.**

1. OF-612, Optional Application for Federal Employment;
2. SF-171, Application for Federal Employment;
3. \*Resume; or,
4. \*Other written application format plus college transcripts, a copy of your most recent performance appraisal and any other necessary documentation pertinent to the position being filled.

**\*INFORMATION REQUIRED FOR RESUMES AND OTHER APPLICATION FORMATS:** Resumes or other application formats must contain all of the information listed below in sufficient detail to enable the personnel office to make a determination that you have the required qualifications for the position. **SPECIFICALLY, THE INFORMATION PROVIDED UNDER #8 (HIGH SCHOOL), #9 (COLLEGES AND UNIVERSITIES) AND #10 (WORK EXPERIENCE) WILL BE USED TO EVALUATE YOUR QUALIFICATIONS FOR THIS POSITION. FAILURE TO INCLUDE ANY OF THE INFORMATION LISTED BELOW MAY RESULT IN LOSS OF CONSIDERATION FOR THIS POSITION.**

1. Announcement Number, Title and Grade of the job for which you are applying.
2. Full Name, Mailing Address (with Zip Code) and Day and Evening Phone Numbers (with Area Codes).
3. Social Security Number.
4. Country of Citizenship.
5. Veteran's Preference Certificate: DD-214, indicating discharge and/or SF-15 if claiming 10 point preference. Veteran's Preference is not applicable to current DHHS permanent employees, Federal employees with competitive status, or reinstatement eligibles.
6. Copy of the latest SF-50, Notification of Personnel Action, if current or prior Federal employee.
7. Highest Federal civilian grade held (give series and dates held).
8. High School: Name, City, State (Zip Code if known) and date of Diploma or GED.
9. Colleges and Universities: Name, City, State (Zip Code if known), majors, type and year of any degrees received (if no degree, show total semester or quarter hours earned); preferably attach transcripts.
10. Work experience (Paid and Non-Paid): Job title, duties and accomplishments, employer's name and address, supervisor's name and phone number, starting and ending dates (month/year), hours per week, and salary.
11. Indicate if we may contact your current supervisor.
12. Job related training courses, skills, certificates, registrations and licenses (current only), honors, awards, special accomplishments.

ADDITIONAL INFORMATION WILL NOT BE SOLICITED BY THIS OFFICE.

WE DO NOT ACCEPT FAXED, E-MAILED OR ELECTRONIC RESUMES

NOTE: Persons who submit incomplete applications will be given credit only for the information they provide and may not, therefore, receive full credit for their veteran preference determination, Indian Preference, education, training, and/or experience.

**ADDITIONAL SELECTIONS:** Additional or alternate selections may be made within 90 days from the date the certificate was issued if the position becomes vacant or to fill an identical additional position in the same geographic location.

**INDIAN PREFERENCE:** Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act. In other than this, the IHS is an Equal Opportunity Employer.

**VETERANS PREFERENCE:** Veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 years or more continuous active service may apply.

**SELECTIVE SERVICE CERTIFICATION:** If you are male born after 12-31-59, and you want to be employed by the Federal Government, you must (subject to certain exemptions) be registered with the Selective Service System.

**EQUAL EMPLOYMENT OPPORTUNITY:** SELECTION FOR POSITIONS WILL BE BASED SOLELY ON MERIT WITH NO DISCRIMINATION FOR NON-MERIT REASONS SUCH AS RACE, COLOR, RELIGION, GENDER, SEXUAL ORIENTATION, NATIONAL ORIGIN, POLITICS, MARITAL STATUS, PHYSICAL HANDICAP, AGE, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION. PROMOTION OR APPOINTMENTS WILL NOT BE BASED ON PERSONAL RELATIONSHIP OR OTHER TYPES OF PERSONAL FAVORITISM OR PATRONAGE.

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Personnel Clearance

Date

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EACH APPLICATION FORM AND DOCUMENT MUST BE INDIVIDUALLY IDENTIFIED BY THIS ANNOUNCEMENT NUMBER - NAO-05-DH-04A. ALL ORIGINAL DOCUMENTS AND COMPLETED APPLICATION FORM MUST BE DUPLICATED BY THE APPLICANT BEFORE SUBMISSION AS WE DO NOT HONOR REQUESTS FOR XEROX COPIES. THE APPLICATION AND ATTACHMENTS BECOME THE PROPERTY OF THIS PERSONNEL OFFICE AND WILL NOT BE RETURNED. ONLY MATERIAL SUBMITTED BY THE CLOSING DATE WILL BE CONSIDERED.

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SUPPLEMENTAL QUESTIONNAIRE  
Information Technology Specialist, GS-2210-14

1. **ABILITY TO ANALYZE COMPLEX HEALTHCARE AND INFORMATION TECHNOLOGY SYSTEMS AND THE INTEGRATION NEEDS OF HEALTHCARE DELIVERY NETWORKS.** This means a demonstrated ability to identify needs and problems and find solutions to issues technically for general use information systems as well as healthcare information systems between departments, facilities and among all employees including administrators, healthcare providers and support staff. What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

2. **ABILITY TO TRANSLATE HIGHLY TECHNICAL SUBJECT MATTER FOR THE BENEFIT OF MULTIPLE AUDIENCES.** This is the ability to provide education to Area, Service Units and Tribal staff on information system technology generally and how healthcare systems can best utilize the technology to improve patient care. This includes the ability to modify presentations so that managers, providers, paraprofessional support staff and technical staff all benefit maximally. What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

3. **ABILITY WRITE EFFECTIVELY.** This is the ability to express oneself fluently in English to meet the objective outlined in the position description and in the KSA's including writing of memorandum, letters, request for funds, response to requests for information, response to congressional inquiries, justifications for procurement of equipment, etc. What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

4. **ABILITY TO WORK WITH MULTIDISCIPLINARY GROUPS TO REACH DECISIONS.** This is the ability to communicate effectively and bring together and get productive results and decisions from committees made up of health care professionals, Chief Executive Officers, Area executive level managers and other information technology end users. What in your background shows you possess this ability?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

5. **KNOWLEDGE OF HEALTHCARE DELIVERY SYSTEMS.** Knowledge of individual professional and paraprofessional staff responsibilities, education and training as well as how healthcare is delivered in hospitals, clinical and community environments. Knowledge of managed care delivery systems (PPO's, PSO and HMO's, etc), financial payment systems (Medicare, Medicaid, capitation contracts, fee-for-service, etc), and unique healthcare program features such as public health objectives, statistical databases, providers profiling, critical pathways, integrated patient record keeping systems, privacy of patient record requirements, etc. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

6. **KNOWLEDGE OF MANAGEMENT THEORIES/PRINCIPLES AND ABILITY TO MANAGE RESOURCES, FINANCIAL AND PERSONNEL.** This is the knowledge and ability to manage programs within allocated financial resources. This also includes knowledge of types of management practices, and the pros and cons of differing management styles. Ability to use differing management styles depending upon whether working with committees, supervisor or subordinates. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

7. **ABILITY TO PLAN STRATEGICALLY.** This is the ability to develop long range strategic plans and short range tactical (Process) objectives to meet the operating divisions mission, consistent with its values and vision. This also is the ability to work and direct the works of others consistent with strategic direction on a daily basis and prioritize work requests and management of unexpected crises. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

8. **ABILITY TO DEAL WITH GROUPS AND INDIVIDUALS IN A PROFESSIONAL AND KNOWLEDGEABLE MANNER.** This is the ability to define audience needs and expectations and address the audience (inside IHS and outside the agency) so that the material presented is easily understood. Audiences may include technical experts, vendors, medical staffs' committees, Service Unit's management committees, telecommunication company staff/managers, Tribal leaders and others. What in your background shows you possess this knowledge?

What was the duration of these activities?

Who can verify this information? (Please provide a telephone number.)

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### C E R T I F I C A T I O N

I CERTIFY that all of the statement made in the above questionnaire are true, complete, and correct to the best of my knowledge and belief, and are made in good faith.

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Signature of Applicant

Date